

ASTARINABOT's Terms of Service Policy

1. INTRODUCTION

1.1 Scope

These Terms of Service ("Terms") govern access to and use of the website, application, products, and services operated by AstarInabot, a business registered in the Republic of the Philippines ("Company", "AstarInabot", "we", "us", or "our").

1.2 Acceptance

By accessing or using the Services, requesting a quotation, submitting files, placing an order, or otherwise dealing with us, you agree to be bound by these Terms. If you do not agree, you must not use the Services or place any order.

1.3 Customer Types

These Terms apply to both:

- Consumers: Individuals acting primarily for personal, household, or non-business purposes; and
- Business Customers: Individuals, companies, partnerships, or other entities acting for trade, business, craft, or professional purposes.

Nothing in these Terms limits any non-excludable rights that consumers may have under applicable Philippine law.

1.4 Company Details

- Legal Business Name: AstarInabot
- Trading name: Astar Inabot
- Registered Address: Unit 8 Dizon Bldg. Naga Road,
Pulang Lupa Dos, Las Piñas City, MetroManila, PH 1742
- Registration number: 832 8814
- Contact Email: kath.astarinabot@gmail.com
- Contact Phone: +63 9662781347
- Website: <https://www.astarinabot.com>

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2. SERVICES

2.1 Service description

AstarInabot provides 3D printing, finishing, prototyping, and optional design, modelling and related digital fabrication services as described on our website, quotation, invoice, or order confirmation. We also provide digital asset creation services, including 3D models, game-ready assets, textures, UVs, and exportable files such as FBX, OBJ, or other agreed formats for game development, animation, and media production.

2.2 Service role

Unless expressly agreed otherwise in writing, our role is limited to producing parts, models, or outputs based on the files, drawings, dimensions, specifications and instructions that you submit or approve.

2.3 Right to refuse

We reserve the right to refuse, suspend, or cancel any request or order that we reasonably consider unsafe, illegal, offensive, technically unsuitable, outside our production capabilities, or infringing third-party intellectual property rights.

3. ORDERS, QUOTATIONS, PRICING, AND PAYMENT

3.1 Quotations

Any quotation provided by us is informational only and does not bind us until we accept your order in writing or by issuing an order confirmation.

3.2 Order Acceptance

A contract is formed only when we expressly accept your order. Submission of a quote request, file upload, inquiry, or payment instruction alone does not guarantee acceptance.

3.3 Pricing

Prices are listed in PHP unless otherwise stated and may change at any time before an order is accepted. Once an order has been accepted, the confirmed price will apply to that order.

3.4 Charges

Taxes, shipping, handling fees, material charges, design fees, rush fees, custom charges, and any other applicable charges will be disclosed before checkout or before we confirm the order, where applicable.

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3.5 Payment Information

You agree to provide accurate, complete, and current payment, contact, billing, shipping, and order information, including all specifications needed to complete the order.

3.6 Payment processing

Payment may be processed by third-party providers, banks, or e-wallet services, and your use of those services may also be subject to their own terms, privacy notices, and processing rules.

3.7 Deposits and non-payment

We may require full payment or a 20%-30% deposit before production begins. We may suspend work, withhold delivery, or cancel an order if payment is not received when due.

3.8 Customer approvals

Where proofs, previews, specifications, CAD files, dimensions, colours, or design revisions are submitted to you for approval, you are responsible for reviewing and approving them carefully. We are not responsible for errors, omissions, or defects that arise from information or approvals you provided.

3.9 Customer-Supplied files

Where you provide files, designs, drawings, or specifications, you are responsible for their accuracy, legality, fitness for purpose and manufacturability, except to the extent we expressly agree in writing to review, correct, or redesign them.

4. DELIVERY, RISK AND TITLE

4.1 Delivery timing

We will use reasonable efforts to meet estimated production and delivery dates, but such dates are estimates only unless expressly agreed otherwise in writing.

4.2 Delivery method

Delivery will be made to the address, carrier, or collection point specified by you, or the order may be collected if agreed. Digital assets are delivered by electronic means such as download, email, cloud link, or other agreed method, and delivery is deemed completed when the agreed file has been made available in the agreed format.

4.3 Risk

Risk in the goods passes to you upon delivery, collection, or handover to the carrier, as applicable.

4.4 Title

Title to the goods passes to you only after we have received full payment of amounts due in respect of the relevant order. Digital assets are licensed, not sold, unless otherwise agreed.

4.5 Delays outside control

We are not liable for delivery delays caused by carriers, customs, inaccurate address

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information, failed delivery attempts, force majeure events, or other matters beyond our reasonable control.

5. TECHNICAL LIMITATIONS AND QUALITY

5.1 Inherent characteristics

You acknowledge that 3D printing and related fabrication processes have inherent limitations, including visible layer lines, support marks, minor surface defects, dimensional variation, colour variation, anisotropic strength characteristics, and material-dependent tolerances.

5.2 General tolerances

Unless specifically agreed otherwise in writing, parts are produced to general tolerances suitable for the selected material and process and are not guaranteed to meet precision engineering, aerospace, medical, or regulated-industry standards.

5.3 Fitness for purpose

Unless specifically requested and agreed in writing as part of the Services, you are responsible for ensuring that the design, dimensions, tolerances, materials, and specifications are appropriate for the intended use, environment, and load conditions.

5.4 Safety-critical use

Unless we expressly agree otherwise in writing and, where applicable, after appropriate testing, printed items are provided for general use only and not for safety-critical, medical, aviation, automotive safety, structural, or load bearing applications.

5.5 Prototypes and samples

Prototype parts, concept models, visual mock-ups and sample prints are provided for evaluation and development purposes and may not represent final production performance unless expressly agreed.

6. INTELLECTUAL PROPERTY

6.1 Customer warranties

You represent and warrant that you own or have a valid license or other legal right to use any 3D models, designs, logos, text, images, specifications, or other content you provide to us, and that our use of them to provide the Services will not infringe any third party rights.

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6.2 Customer responsibility

You are solely responsible for the legality and intellectual property status of any files, designs, or instructions you submit.

6.3 Company-created work

Except where we expressly assign rights to you in writing, all original designs, modifications, models, digital assets, tooling strategies, renders, documents, or other materials created by us remain our intellectual property.

6.4 License for commissioned work

Where we provide design assistance or modifications based on your concept, or create digital assets, including 3D models, game-ready assets, textures, UVs, or exportable files such as FBX or OBJ, and unless otherwise agreed in writing, you receive a non-exclusive, non-transferable license to use the resulting deliverables for the purpose agreed, subject to full payment. Source files and editable files are excluded unless expressly included.

6.5 Portfolio use

With your consent, we may use non-confidential images or descriptions of the work in our portfolio, social media, case studies, or marketing materials, provided confidential, proprietary, or identifying details are removed where appropriate.

7. CONSUMER RIGHTS, RETURNS, AND CANCELLATIONS

7.1 Consumer rights

Consumers retain all mandatory rights available under applicable Philippine consumer law, including rights relating to defective, unsafe, or misdescribed goods and services.

7.2 Custom-made items

Many of our goods are custom-made, personalised, or produced to order based on your instructions. Subject to applicable law, cancellation may not be possible once design work, production, or material preparation has started.

7.3 Digital Assets

Digital asset work is non-refundable, and once concept work, modelling, revisions, or file delivery has begun, cancellation or refund may not be available except where required by law or agreed in writing.

7.4 Faulty or incorrect items

If a product is faulty, unsafe, damaged due to our breach, or materially different from what we agreed or described, you may be entitled to a repair, replacement, refund or other remedy as required by law.

7.5 Notification period

You must notify us of any defect, shortage, damage, or incorrect item within 4 days of delivery and must provide reasonable supporting information, such as photographs, videos,

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packaging details, or a written description.

7.6 Return procedure

To request a return, remedy, or cancellation review, contact kath.astarinabot@gmail.com with your order number and relevant details. We will provide instructions and any applicable return address.

7.7 Business customers

For Business Customers, returns or cancellations are only available where expressly agreed in writing or where required by applicable law.

8. SAFETY AND PROHIBITED USES

8.1 Safe use responsibility

You are solely responsible for ensuring that any materials, files, designs, prototypes, models, or parts produced are used safely and in accordance with applicable laws, regulations, and industry requirements.

8.2 Prohibited physical items

We do not produce items intended to function as weapons, illegal paraphernalia, counterfeit goods, infringing items, or items that are likely to cause harm or be used unlawfully.

8.3 Prohibited requests

You may not use the Services to request, upload, create, or produce any item that is illegal, unsafe, infringing, counterfeit, deceptive, or intended for harmful or unlawful use.

8.4 Prohibited platform use

You may not use the Services, website, or any related platform to interfere with operations, security, or availability; gain unauthorised access to any account, server, or network; scrape or extract any data without permission; distribute malware or harmful code; or otherwise misuse the Services.

8.5 Post-delivery use

We disclaim responsibility for misuse, modification, improper installation, unsafe integration, or unlawful use of any goods after delivery.

8.6 Enforcement

We may refuse, suspend, terminate, or report any order, account, or activity if we reasonably believe it breaches this section, these Terms or applicable law, or poses a risk to us, our customers, or any third party.

8.7 Public statements and online content

You may not use social media or any public platform to publish content that is abusive, defamatory, harassing, threatening, or otherwise unlawful about the Company, its staff, or the Services.

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9. ELIGIBILITY AND ACCOUNTS

9.1 Legal capacity

By using the Services, you confirm that you are legally capable of entering into a binding agreement.

9.2 Business authority

If you place an order on behalf of a company or other entity, you represent that you have authority to bind that entity to these Terms.

9.3 Accurate information

You must provide accurate and complete information and keep it reasonably up to date where account features or ongoing orders require it.

10. WARRANTIES AND DISCLAIMERS

10.1 Reasonable care and skill

We warrant that we will provide the Services with reasonable care and skill.

10.2 No extra warranties

Except as expressly stated in these Terms or required by non-excludable law, all other warranties, conditions, and representations, whether express, implied statutory, or otherwise, are excluded to the fullest extent permitted by law.

10.3 No implied fitness unless agreed

We do not warrant that any part, design, or output will be suitable for a particular purpose unless that purpose has been expressly agreed by us in writing based on complete and accurate information provided by you.

11. INDEMNITY

You agree to indemnify, defend, and hold harmless AstarInabot and its officers, owners, directors, employees, contractors, agents, and affiliates from and against claims, liabilities, damages, losses, costs, and expenses (including reasonable legal fees, where permitted) arising out of or related to:

- Your misuse of the Services;
- Your breach of these Terms;

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- Your files, designs, content, or instructions;
- Your infringement of any third-party rights; or
- Your unlawful, negligent, or unsafe use of any goods or deliverables.

This clause applies to Business Customers to the fullest extent permitted by law and does not limit any mandatory consumer protections that apply to Consumers.

12. LIMITATION OF LIABILITY

12.1 Non-excludable liability

Nothing in these Terms limits or excludes any liability that cannot lawfully be limited or excluded under applicable law, including liability for fraud, gross negligence, wilful misconduct, or death or personal injury caused by negligence where such exclusion is prohibited.

12.2 Excluded losses

Subject to clause 12.1, we are not liable for any indirect, incidental, special, exemplary, punitive, or consequential loss, or for any loss of profit, revenue, business, anticipated savings, goodwill, opportunity, or data.

12.3 Liability cap

Subject to clause 12.1, our total aggregate liability arising out of or in connection with any order or related Services will not exceed the total amount actually paid by you for that order.

12.4 Business customers

The exclusions and limitations in this section apply to Business Customers to the fullest extent permitted by law. For Consumers, they apply only to the extent permitted by applicable consumer law.

13. DATA PROTECTION AND PRIVACY

We handle personal data in accordance with applicable Philippine data-protection requirements and our Privacy Policy available on our website. By using the Services, you acknowledge that personal data may be collected and processed for purposes including quotations, order processing, billing, payment, production, delivery, customer support, fraud prevention, legal compliance, and service improvement.

14. FORCE MAJEURE

We are not responsible for delay, interruption, or failure caused by events beyond our reasonable control, including natural disasters, fire, flood, pandemic, epidemic, war, civil disturbance, labour disputes, supplier interruption, transport disruption, import or export

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restrictions, power failure, internet failure, cyber incidents, or failures of utilities or communications networks.

15. GOVERNING LAW AND DISPUTE RESOLUTION

These Terms and any dispute or claim arising out of or in connection with them are governed by the laws of the Republic of the Philippines.

You agree to submit to the jurisdiction of the appropriate courts or authorities in the Philippines, subject to any mandatory rights that consumers may have under applicable law.

Before starting formal proceedings, the parties should first attempt in good faith to resolve the dispute by contacting the details listed in these Terms.

16. CHANGES TO THE TERMS

We may update these Terms from time to time to reflect changes in law, technology, our operations, or business practices. Updated Terms will be posted on our website (www.astarinabot.com) together with a revised effective date.

The version in force at the time you place an order will apply to that order unless we expressly agree otherwise in writing.

17. CONTACT

For questions about these Terms, quotations, complaints, or legal notices, contact:
AstarInabot
Unit 8 Dizon Bldg. Naga Road,
Pulang Lupa Dos, Las Piñas City, MetroManila, PH 1742
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